

SELF-ESTEEM

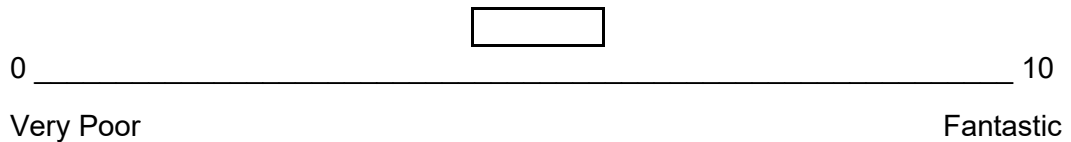
SESSION 6 COURSE WORKBOOK



HOW IS LIFE JUST NOW?

Exercise 1

On the scale below where would you rate your current quality of life?



What has changed, got better, worse or has stayed the same since last week that might be contributing to you feeling this way?

What would need to change to help you to move one point up the scale?

What would the next point look like? What would you be doing differently? How would other people know that things had changed?

Exercise 2

SHORT TERM GOALS

Did you meet your short terms goals that you set yourself last week?

YES

NO

If you answered no, can you identify what prevented you in meeting the goals?

Thinking ahead, what changes do you need to make to achieve your short terms goals?

Rules for Assertion

Exercise 3

Task: Think about how much you follow each of these rules. Which rules do you need to improve on?

Mark X if you already follow these rules or need to improve	I already follow this		I need to improve on this	
	YES	NO	YES	NO
I have the right to . . .				
1. Respect myself for who I am and what I do				
2. Recognise my own needs and wants as an individual, independent of others.				
3. Make it clear that others understand what I feel and think. For example, " <i>I feel very uncomfortable with that</i> ".				
4. Allow myself to make mistakes and realise it is normal to do this.				
5. Change my mind if and when I choose.				
6. Ask for " <i>thinking it over time</i> " if I am not sure.				
7. Allow myself to enjoy my successes and share this with others				
8. Ask for what I want, rather than waiting for someone to offer				
9. Recognise that I am not responsible for the behaviour of other adults.				
10. Respect others and their right to be assertive too.				
11. Say I don't understand.				
12. Deal with others without being dependent on them for approval.				

what's the opposite of assertion?



denial, rejection, disproof, negation, desertion, quiet, silence, contradiction, disavowal, disclaimer



Tools for Assertion

1. Asking for what you want assertively

Say what you want in a clear and specific manner. Firstly state the **event**, then what your **feelings** are or were. Next be clear on what you **need** to happen and the **consequences** for you if this does/doesn't happen.

Example: Last week when you told Mary that I had been having problems at work (**event**), I was annoyed and upset (**feeling**). This was something I told you in confidence. I would like us to remain friends but I need to know that I can trust you (**need**). I would appreciate it if you wouldn't discuss my problems with others, this way we can both continue to benefit from our friendship without worrying that our confidence will be betrayed (**consequence**).

Or, use the **D E S C Technique**

D - Describe the situation

This is about facts not feelings. It sets a level playing field. It's important for someone to know what it is you want to talk about.

E – Explain how you feel

This is where you can tell someone how you feel about the situation.

S – Say what you would like to happen

It's helpful for someone to know what you would like

C – Ask for Confirmation

'Is that OK with you?' or 'What do you think?' or 'I'd like to hear your thoughts?'

Example . . .

D You have left the washing up in the bowl even though you agreed to do it last night

E I'm really upset about it, I'm pretty tired at the moment and it's unfair to leave all the housework to me

S I'd really like the washing up done before you go to work

C Is that OK with you?

2. Saying NO effectively

- Be clear about your decision, otherwise everyone will be confused, including you.
- Be direct and honest so that you can make your point effectively.
- Avoid apologising and giving elaborate reasons for saying "no". You have a right to say no.
- Remember that it is better in the long run to be honest than breed resentment towards others and be annoyed with yourself.



3. Broken Record

This can work in almost any situation

- Repeat what it is you want to say over and over again.
- It can help to prepare this beforehand by writing it down.
- Keep returning to your prepared lines
- Be clear and precise about what it is you need or want.
- Don't be put off by clever arguments or by what the other person says, keep returning to your lines.

Example: Think of returning faulty goods to a shop, keep repeating:

“I am not happy with a replacement, I would like my money back please”

4. Improve your Body language

Body language is important and can convey many things; aggression, passivity or assertiveness. To show assertiveness:

- Maintain good eye contact and look directly at the other person
- Have a good upright posture and be relaxed in your body
- Don't raise your voice or speak so quietly no one can hear you, try to keep your tone of voice at a steady level
- Be friendly in your manner

Dealing with Criticism Assertively

We have all probably experienced being criticised at some point in our lives. Being able to accept criticism without feeling a personal insult is an important aspect of building confidence and self esteem.

Types of Criticism:

Criticism can either be **destructive** or **constructive**.

Destructive criticism is given in a very harsh and abrupt manner. The criticism may have some validity but is delivered in an unhelpful way. The person has not thought about what they are saying or may intend to hurt or embarrass someone else. **Constructive** criticism is more helpful and non-threatening. Again the criticism can have some validity, but the intention is to help the other person learn or grow from the criticism.

Responding to Criticism

Stop and ask yourself; have I really been criticised, am I mind reading, do I need to check things out by asking the person to explain what they mean, is this valid or not? Respond to the words, not the tone.

You may want to wait before responding, if you are angry or hurt and feel unable to speak immediately, take time to think things over and reply later in an assertive way using the techniques discussed earlier in the workbooks.

Responding to Destructive Criticism

1. Disagree

Simply state that you disagree, remain calm and ensure your tone of voice is even, keep eye contact, e.g.

Criticism - "You always put that in the wrong place"

Reply - "No, I might have done it once or twice but certainly not always".

Explain without offering excuses. If appropriate you may wish to offer your version of events with a brief explanation

2. Enquire

You might want more information to determine if the criticism is valid or not before you disagree or agree e.g., "What do you mean by that?", "In what way am I unreliable"?

Ask for clarification. When you are given indirect or nonverbal criticism, it's fair to ask the person about it. This forces the person to take responsibility for what they are saying.

Listen and wait. Before you respond allow critics to get their points out. Listen. They will eventually slow down and be more prepared for an open exchange. Listening to criticism does not mean that you have to buy it or believe it.

3. Defusion

Validate their perception. If you can see why they might think the way they do, say so. This defuses some of the frustration and makes a reasonable exchange more likely.

Agree in part. This can be helpful to defuse a potentially difficult or aggressive situation. You can agree in part with the criticism. By staying calm, you can remove some of the criticisms' destructive power e.g.:

Criticism: "You are not dependable, I thought you said you would come over and help me paint the room last week. I just can't rely on you to be there for me".

Response: "You are right I could not make it last week to help you paint"

Relax. Criticism may cause you to tense up. This will put you into a defensive or aggressive body posture, change the emotional tone of your voice, and make it harder to think of an effective response.

Avoid retaliation. Don't immediately turn the focus onto the other person.

Hold back. The intention of some indirect criticisms may be to "get a rise out of you". In other words, the person wants you to get upset about the remark so that they can deny any negative intentions

Responding to Constructive Criticism

1. Accept the Criticism

If the criticism is valid then accept this in a calm manner without seeing this as a personal attack. Do not apologise, instead accept that you are not perfect and can learn from mistakes that are made, just like everyone else. Challenge negative thoughts that get in the way. Thank the person for their feedback.

Accepting Compliments Assertively

- ✓ Look at the other person.
- ✓ Listen to what they are saying.
- ✓ Don't interrupt or change the subject.
- ✓ Smile and say something that shows you appreciate what was said.
- ✓ Use this to further the conversation.
- ✓ Practice acceptance, challenge negative self-criticisms.

THINGS TO TRY

- Look again at the rules of assertion and identify which rules you need to improve on.
- Choose one and plan to put this into practice over the next week.
- Use the tools to help you in the situation.
- Plan ahead by rehearsing what you have to say, write this down if it helps.
- Practice accepting compliments

WHAT ARE YOUR SHORT TERM GOALS FOR THE NEXT WEEK?

It is important that your short term goals are **SMART** goals.

